

**Iowa Department of Inspections and Appeals
Health Facilities Division
Citation**

Citation Number: 6028					Date: March 8, 2023	
Facility Name: Courage Homes				Survey Dates: 2/13/23 – 2/23/23		
Facility Address/City/State/Zip 5945 Morningside Ave Sioux City, IA 51106						
		CC		The fine may be reduced by 35 percent pursuant to Iowa Code section 135C.43A and subrule 56.3(6)		
Rule or Code Section	Nature of Violation			Class	Fine Amount	Correction date

IAC 481 - 64.60	<p>481-64.60(135C) Federal regulations adopted - conditions of participation. Regulations in 42 CFR Part 483, Subpart D, and Sections 410 to 480 effective October 3, 1988, are adopted by reference and incorporated as part of these rules. A copy of these regulations is available on request from the Health Facilities Division, Department of Inspections and Appeals, Lucas State Office Building, Des Moines, Iowa 50319.</p> <p>Classification of violations is I, II, and III, determined by the division using the provision in 481- Chapter 56, Fining and Citations," to enforce a fine to cite a facility.</p> <p>This rule is intended to implement Iowa Code Section 135C.2(3).</p>	I	\$10,000	UPON RECEIPT
W318	<p>The facility must ensure that specific health care services requirements are met.</p> <p>Based on interviews and record reviews, the facility failed to comply with the Condition of Participation (COP) Health Care Services. The facility failed to</p>			

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W339	<p>ensure implementation of needed interventions to promote client health and safety.</p> <p>Cross reference W339. Based on interviews and record reviews, the facility failed to consistently ensure client health care needs were addressed. These findings resulted in the determination of Immediate Jeopardy (IJ) on 2/22/23 at 2:43 p.m. based on failure to complete health assessments and communicate client health care needs. The facility developed a plan to remove the IJ which included development and training of a communication log for client health care concerns, documentation of nursing assessments and follow up. The IJ was removed on 2/23/23 at 2:59 p.m.</p> <p>Based on interviews and record reviews, the facility failed to consistently ensure client health care needs were addressed in a timely manner. This affected 1 of 1 clients (Client #1) involved in investigation #109487-I.</p> <p>Record review on 2/20/23 revealed the Facility investigation dated 12/9/22, indicated Client #1</p>			
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	<p>refused lunch and dinner on 11/26/23 and breakfast on 11/27/23. Client #1 complained of stomach pain daily from 11/27/22 until 12/1/22 when Client #1 became unresponsive around 6:00 a.m. The document further noted the night before Client #1 cried and pulled his call button regularly until staff moved him to the living room. Staff reported Client #1's symptoms to nursing. Client #1 died at the Hospital at 3:25 p.m. on 12/1/22.</p> <p>Record review on 2/20/23 revealed Client #1 was 65 years old and diagnosed with moderate intellectual disability, epilepsy, gastroesophageal reflux disease (GERD), depressive disorder, constipation, kyphosis (rounding of upper back), dysphagia, osteoporosis and a hiatal hernia. Review of Client #1's death certificate dated 12/13/22, documented Client #1 died from Hypovolemic Shock as a result of a twisted/strangulated bowel.</p> <p>Record review on 2/20/23 revealed Client #1's food intake log from 11/1/22 to 11/30/22, indicated Client #1 refused breakfast and lunch on 11/1/22, 11/15/22, and daily from 11/26/22 to 11/30/22. The log further revealed Client #1 refused dinner on 11/24/22, 11/26/22, 11/27/22 and 11/29/22 with no data</p>			
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	<p>marked on 11/30/22. Review of Client #1's Nurses notes indicated the client ate breakfast on 11/29/22.</p> <p>Additional record review revealed Client #1's bowel movement (BM) log dated 11/22/22 to 12/1/22 indicated Client #1 had a small BM on 11/24/22 and two loose stools on 11/27/22. Client #1 did not have a BM for at least 72 hours prior to his death.</p> <p>Continued record review revealed Client #1's nurses notes dated 11/27/22, at 11:50 a.m. indicated the client experienced loose stools and complained of stomach pain the weekend of 11/26/22 and 11/27/22. Further review of the notes revealed Client #1 complained of stomach pain almost daily until 12/1/22 when he passed away. Further review of the nursing notes revealed documentation of Client #1's temperature on 11/28/22 and 11/29/22. Continued review failed to reveal documented assessment of Client #1's vital signs or bowel sounds.</p> <p>When interviewed on 2/21/23 at 10:17 a.m. Residential Living Assistant (RLA) A confirmed she familiarity with Client #1 and his eating habits. She noted she worked with him since his admission approximately three years prior. RLA A remembered</p>			
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	<p>on 11/27/22 Client #1 refused to eat and didn't look right. She stated Client #1 told her he didn't feel good and requested to be seen by a nurse. RLA A talked to Registered Nurse (RN) A who stated Client #1 ate with his family the day before and maybe he had food poisoning. RLA A also reported she told the RN Client #1 didn't look right and he needed to be seen by someone. RLA A admitted she did not document the interaction with the RN. RLA explained it was agency policy nursing needed to be notified if a client skipped a meal or failed to have a BM for three days.</p> <p>When interviewed on 2/21/23 at 11:20 a.m. RLA B confirmed she worked with Client #1 since admission more than three years earlier and most of the days right before he passed away. She stated he enjoyed eating and usually ate most of his meal, but over the last few months he didn't eat quite as well. She remembered in the final week Client #1 was different; he would spit out food or get angry when asked to come to the table. She stated during his last week Client #1 complained of stomach pain regularly and clearly didn't feel well. She stated she reported all meal refusals to nursing and told nursing she felt he needed to be seen, she did not feel nursing took herself and the other staff seriously. RLA B admitted</p>			
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	<p>she didn't document the concerns she shared with nursing.</p> <p>When interviewed on 2/21/23 at 2:55 p.m. RLA C confirmed she worked with Client #1 on 11/30/22 on the p.m. shift (1:30 p.m. to 9:30 p.m.). She stated Client #1 stayed in his room all night and refused to come out to shower or eat. She knew he hadn't been eating well, but thought it was very strange he refused to shower as he loved to shower. She stated she told her supervisor (RLS D) about her concerns and believed RLS D told the nurse. She stated she remembered a nurse checked on Client #1 and gave him some kind of pills. She explained so she didn't pay too close attention to Client #1's appearance as she figured the nurses looked him over pretty good. She stated Client #1 complained about his stomach the whole shift and talked in an unusual voice that may have reflected he was in pain. She also remembered Client #1 repeatedly pulled the call chain to have someone come see him in his room.</p> <p>When interviewed on 2/21/23 at 3:40 p.m. Residential Living Supervisor (RLS) D remembered when she worked with Client #1 on the p.m. shift Client #1 did not feel or look good. The RLS stated she knew the</p>			
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	<p>client for about two years and his color looked off, he constantly complained of stomach pain and pulled his call light about every 30 seconds, which he had never done. The RLS stated she was very upset with nursing that evening and she eventually said something to them (RN B and RN C) along the lines of "He's going to die before you finally decide to help him." They told her they talked to the doctor and were following doctor's orders. She remembered she suspected dehydration and Client #1 drank water before she left. She confirmed she failed to document her concerns.</p> <p>When interviewed on 2/21/23 at 11:52 a.m. RN C confirmed she worked with Client #1 on 11/30/22 during the p.m. shift. She remembered Client #1 did not feel well. Client #1 cried tears when he complained of stomach pain. Additionally, he wasn't interested in talking about things he liked or watching his favorite television shows. RN C called the Advanced Registered Nurse Practitioner (ARNP) and reported Client #1's stomach pain and that he wasn't eating well. She reported the ARNP ordered Client #1's labs checked and scheduled them for the next morning on 12/1/22. RN C admitted she did not take Client #1's vital signs. When asked if she listened to his bowel sounds she stated she had and thought she</p>			
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	<p>heard noise in all 4 quads, but confirmed she failed to document it. RN C admitted she failed to review Client #1's bowel movement log. She stated she told the ARNP Client #1 had not been eating well and about his upset GI (stomach) with no emesis. During the interview the RN asked how Client #1 died and was informed he passed from a twisted bowel. The RN stated that would explain the abdominal pain and crying. The RN acknowledged she was aware on 11/30/22 Client #1 complained about abdominal pain for almost a week.</p> <p>When interviewed on 2/21/23 at 3:04 p.m. RLA E indicated he knew Client #1 since his admission 3.5 years ago. RLA E was assigned to Client #1 on 11/30/22 from 9:30 p.m. to 5:30 a.m. on 12/1/22. He remembered when the shift started he wasn't told anything about Client #1, but shortly after the shift started the client started pulling his call light non-stop. He told Client #1 he had some work to do so he had to stop pulling the call alarm. He remembered Client #1 wouldn't stop pulling the call alarm so he moved him out to the living room where Client #1 laid on the couch until about 5:00 a.m. At about 5:00 a.m. they moved him, by wheelchair, back to his room. He noted Client #1 complained of stomach pain and</p>			
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	<p>moaned loudly all night about his stomach hurting. RLA E stated he believed the client was in a lot of pain. He remembered Licensed Practical Nurse (LPN) A came to visit Client #1 a few times that night. He reported he assumed Client #1 must have been okay since the nurses didn't say anything serious was going on with him.</p> <p>When interviewed on 2/22/23 at 4:45 a.m. RLA F confirmed she worked overnight on 11/30/22 into the morning of 12/1/22. She stated she was familiar with Client #1, but usually worked the other hall on overnight shift. She remembered on 11/30/22 Client #1 pulled the call alarm over and over. RLA E eventually moved him out to the living room on the couch where he stayed most of the night. She stated Client #1's color looked off and he seemed to be in pain as he complained his stomach hurt repeatedly. She remembered the nurse came out to see him a few times and despite thinking he didn't look well she decided to defer to the nurses who were probably better medically trained than she was.</p> <p>When interviewed on 2/22/23 at 10:08 a.m. LPN A remembered she worked the overnight shift from 11/30/22 to 12/1/22. She remembered staff told her</p>			
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	<p>Client #1 pulled his call alarm constantly. She stated staff had work to complete so she advised them to move Client #1 to the couch in the living room. When she arrived at the house she thought Client #1's color looked off and he smelled bad. She was told Client #1 refused showers so wrote the odor off due to lack of showers. She also was aware he'd gone through some recent medication changes so she thought that was part of the problem. She further noted Client #1 had an appointment in the morning, so she figured it was best to have him looked at his appointment. She admitted she never assessed his vitals or bowel sounds or checked his bowel log. She stated they attempted to get a UA (urinalysis) for his morning appointment but he did not provide any urine.</p> <p>When interviewed on 2/21/23 at 10:07 a.m. the ARNP reported she was the primary care physician for Client #1. She stated she talked with Facility nursing staff on 11/28/22 who reported some abdominal discomfort since he started a new medication on 11/22/22. The ARNP immediately discontinued the Buspar and prescribed Zoloft. The ARNP reported this was the only call she received from the Facility prior to notification of Client #1's hospitalization and death 12/1/22. She stated she expected the Facility to call</p>			
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	<p>her back and/or have him seen at the hospital if Client #1's pain continued or if it got worse.</p> <p>When interviewed again on 2/21/23 at 3:45 p.m. the ARNP conceded Facility nurses may have called her again on 11/30/22 when she was out of state although she had no notes. She stated she may have been told Client #1 had some continued upper GI discomfort with no emesis and she said she would have likely ordered some labs done (which is what was ordered). She stated she was not told the client had no bowel movement for three days, he hadn't eaten almost anything in four days, he cried due to abdominal pain, or that he looked a strange color. She stated had she been informed of all or some of the symptoms she would have asked a lot more questions and likely had the Facility take Client #1 in to be looked at rather than waiting until the next day (12/1/22) for some lab work. She indicated Client #1 wasn't a very big person and two days without eating would have signaled her to have him brought in for a look. She concluded with all the other symptoms he certainly should have been seen, but she wasn't aware of most of the symptoms.</p>			
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	<p>When interviewed on 2/22/23 at 2:40 p.m. the Administrator confirmed she was not aware of Client #1's medical problems until 12/1/23 when he went to the hospital. She confirmed she should have been informed of Client #1's medical concerns. She confirmed staff should have reported all the symptoms to nursing and nursing should have reported all the symptoms to the ARNP. When told the ARNP was only told of lack of eating, upper GI pain without emesis rather than including the crying, no BM, off color and smell she confirmed that should have all been communicated.</p>			
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